

Professional Service Credits

IT projects can vary from business to business. For example, some businesses may require a couple hours of project work a quarter whereas another business may need 3 days of project work a week.

Therefore, we offer Professional Service Credits that's designed to deliver project work that's suited to your business needs.

As part of our IT Consultancy service, Silverbug can provide a number of 'Professional Service Roles' available for use. These include:

- Project manager
- Technical consultant
- Senior technical consultant
- Solutions architect/presales consultant

These roles can be hired to help business complete IT projects. This can be for half a day or a number of days, it's complete dependent on your business requirements.

For business who require frequent project work throughout the year, Silverbug recommends that a bulk of credits is purchased, these can be used towards any of these roles.

This gives you the flexibility to draw down on these credits to use for a variety of different roles as and when required.

Quality Solutions

Whether you're a SME or large organisation, our IT Consultancy service is designed to aid business growth, providing you with the technical advice to better meet your business potential and align with your budgetary needs.

One of our strengths at Silverbug is our ability to adapt to our client's business requirements and needs, no matter how much they vary over time. With a vast amount of resources and personnel available, we truly engage with clients and exceed their expectations.

Our Professional service team is here to ensure a successful project delivery - shaping themselves to fit your requirements.

Web: www.silverbug.it | Tel: +44 345 565 1953 | Email: consult@silverbug.it

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Professional Service Roles

Technical Consultants

Our Technical Consultants hold certifications of CCNA/MCSA/MCITP level with at least 4 years of field experience. They can provide services such as, complex fault management, configuration, project scoping and implementation.

Project Managers

Once your business understands the IT infrastructure required, our Project Managers will take the lead and oversee the entire process, ensuring that implementation runs as smooth as possible within the agreed deadline.

Solutions Architects

Your dedicated Solutions Architect can work in conjunction with your team assisting or owning the design of your infrastructure. Drawing on their own specialist experience and expertise can save your organisation time and money in ensuring that industry best practices are applied to any design required.

2nd Line Engineers

Silverbug can provide an onsite 2nd Line Engineer to handle more advanced fault management on diverse environments, installations and configurations. All of our Engineers are certified CCNA, MCSE, MCITP and have at least 2 years of field experience and 2 years of service desk experience.

Our professional services team are available to the gaps in your business. Whether you do not have the required skillset or capacity the in-house, our service provide the flexibility to request professional service roles as and when required throughout the year.

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